

STARTER

Service Level Agreement (SLA)

SLA Parameter	Starter Pack Commitment
Response Time	Within 48 business hours of ticket submission
Resolution Time	1–5 business days , depending on complexity
Availability	Monday–Friday, 9:00–17:00 (CET)
Communication Channels	Ticket system, email, or scheduled call
Support Scope	Functional, configuration, and small technical issues
Major Developments	Not included — quoted separately
Unused Hours	Can roll over 1 month (then expire)
Reporting	Monthly activity summary (hours used, tickets closed)

Response Time = time to acknowledge and start investigating.

Resolution Time = target time to deliver a solution or workaround, subject to complexity and Client cooperation.

Service Hours

Standard support hours: **Monday–Friday, 09:00–17:00 CET**

Tickets may be submitted 24/7 through the online HelpDesk or by email.

Requests received outside business hours will be processed on the next working day unless the Client has an active 24/7 support agreement.